

**San Bernardino County
Department of Behavioral Health**

**Transformational Collaborative Outcomes Management
(TCOM) Procedure**

Effective Date 09/30/2015
Approval Date 09/30/2015



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Purpose

To provide standards and guidance to Department of Behavioral Health (DBH) staff and Contract Providers throughout mental health services, on the use of TCOM measures (the Child and Adolescent Needs and Strengths-San Bernardino (CANS-SB) and the Adult Needs and Strengths Assessment-San Bernardino (ANSA-SB)).

Training and Certification

Ongoing in-person TCOM certification/re-certification training will be scheduled once per month (or as required) and will be tracked in Relias. All staff who will be utilizing a TCOM measure, as designated by the unit, must be certified in the measure within 7 days of training and re-certified annually thereafter. Ongoing training will be facilitated by DBH personnel who have been trained as Trainers for TCOM.

TCOM in-person training will be given the day after New Employee Orientation (refer to Relias for exact dates) and will consist of an 8 hour training course. Class sizes may vary depending on need, but will consist of treatment staff from different clinics to allow for coverage.

Attendance at a TCOM certification training does not equate to TCOM certification. Attendees will also have to pass the TCOM certification exam. After each training session, all attendees will be given a coupon code to access and take the TCOM certification exam. Each attendee must pass the certification exam within 7 days of taking the in-person TCOM training. The website to take the exam is www.canstraining.com.

- TCOM certification levels are as follows:
 - Clinical line staff minimum score = 0.70
 - Supervisory staff minimum score = 0.75
 - Training staff minimum score = 0.80

TCOM Renewal/Refresher Training: When certification renewal is necessary for a staff member, the staff member will acquire a (previously mentioned) coupon code from Workforce Education and Training (WET), then take the TCOM certification exam online. Should the staff member require refresher training to assist in passing the exam, the staff member will enroll in the next available TCOM training class. All DBH staff will also have access to a TCOM trainer/SME at their location for any in-depth assistance with CANS-SB/ANSA-SB.

Objective Arts (OA) Training is given to clerical staff, clinicians, supervisors, and administrators who will be using Objective Arts.

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Training and Certification
continued

Once a staff member has completed OA training, they will be given an OA production site username and password to start inputting data into OA immediately. OA users and roles will be determined by the business processes at each clinic/program. Users who enter assessments into OA will be determined by the business processes at each clinic/program.

Submission of TCOM Assessments

Assessment data will be inputted into Objective Arts. Unit staff with Objective Arts role of "supervisor" is required to review and approve. Data may be submitted either by batch uploads through Excel spreadsheets or by direct input into Objective Arts. Programs have the discretion to choose the method of submission to fit their workflow. TCOM responsibilities and suggested workflows are described in the tables below:

Clinical Staff

Step	Action
1	Complete a CANS-SB or ANSA-SB assessment within 30 days of admission. This can be documented with an integrated assessment which includes CANS-SB/ANSA-SB items, if available in the program; otherwise, use the standard clinical assessment and the CANS-SB or ANSA-SB scoresheet.
2	<p>If using the batch upload process: Enter initial assessment data into CANS-SB or ANSA-SB spreadsheet in clinic share drive within 5 business days of completing the assessment. Note: <i>If the consumers' age ranges vary and both the CANS-SB and the ANSA-SB are administered, keep separate spreadsheets for each measure.</i></p> <p>If entering data directly into Objective Arts: Review weekly Tickler Report (see <i>Reminders and Review Process</i> section). If the client is in the Objective Arts system, enter the client's initial assessment data into Objective Arts within 5 business days. Note: <i>Data cannot be entered for clients who are not in the system.</i></p>
3	Once approved, print a copy of the CANS-SB or ANSA-SB scoresheet and place in the assessment section of the chart. Note: <i>Clinical Staff are sent e-mail prompts for the scoresheet when TCOM tool is (1) submitted and (2) approved.</i>
4	Complete a CANS-SB or ANSA-SB update three (3) or six (6) months after the initial assessment (or earlier, if significant changes have occurred), depending on program guidelines.
5	Enter CANS-SB or ANSA-SB data for updates directly into Objective Arts. The "pre-populate" button may be utilized for efficiency, but make sure that TCOM updates are accurate. Note: <i>Batch uploads are not available for updates.</i>

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**Submission of
TCOM
Assessments,**
continued

Step	Action
6	Once approved, print a copy of the CANS-SB or ANSA-SB scoresheet and place in the assessment section of the chart. Note: <i>Clinical Staff are sent e-mail prompts for the scoresheet when TCOM tool is (1) submitted and (2) approved.</i>
7	Repeat steps 3-5 every three (3) or six (6) months (or earlier, if significant changes have occurred) and at discharge. Note: <i>The CANS-SB or ANSA-SB is not required at discharge if it was administered within thirty (30) days of the discharge date AND no significant change in the client's presentation has occurred.</i>

Clerical Staff – Batch Upload

Step	Action
1	Compile all clinicians' CANS-SB spreadsheets into one (1) file and all ANSA-SB spreadsheets into another file. CANS-SB spreadsheets are to be kept separate from ANSA-SB spreadsheets.
2	Upload the two (2) Excel files (CANS-SB and ANSA-SB) to Objective Arts. Data should be uploaded no later than one (1) week after the episode was opened in SIMON.
3	Save a blank spreadsheet for each clinician in the clinic's shared drive for future CANS-SB or ANSA-SB data entry.
4	Repeat Step 1 and continue process. Note: <i>Steps 1 and 2 should be repeated every other week. Step 3 should be repeated weekly.</i>
5	Maintain staff information in Objective Arts as necessary. This will include, but not be limited to the following items: entering information for new clinical staff, updating information on existing staff (e.g., due to promotion or leaving department).

Clerical Staff – Direct Input

Note: *It is preferred that the staff member who completed the TCOM measure completes the direct input.*

Step	Action
1	Review client list in Objective Arts when given a completed CANS-SB or ANSA-SB assessment.
2	If the client is in the Objective Arts system, enter his/her assessment information.
3	Once approved, print a copy of the CANS-SB or ANSA-SB scoresheet and place in the assessment section of the chart. Note: <i>Clinical Staff are sent e-mail prompts for the scoresheet when TCOM tool is (1) submitted and (2) approved.</i>
4	Repeat steps 1-3, as necessary.

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**Role of
Objective Arts
Supervisor**

Clinical supervisors shall review and approve all submitted TCOM assessments in Objective Arts and monitor congruence of information across the TCOM measures, clinical records, and Client Plan in a timely manner.

- Through Objective Arts, the staff assigned the Objective Arts role of “supervisor” will review and approve or reject the CANS-SB or ANSA-SB submitted to them.
- The TCOM assessment will be locked for any further modifications upon final approval.
- If an approval is issued that was not intended to be approved, the Supervisor shall contact the program’s Objective Arts Clinical Administrator to take corrective actions.

Ensure Objective Arts access for unit staff (e.g., adding new staff and updating access for existing staff when transferring, promoting, or leaving the unit) is kept up to date via local Objective Arts support staff with the Office Assistant role or by emailing DBH-OA@dbh.sbcounty.gov.

Detailed procedures on the use of the Objective Arts Database can be found on the [TCOM website](#).

**Reminders and
Review
Process**

Staff will receive weekly email reminders from Objective Arts related to report availability and required action. Tickler reports in Objective Arts provide detailed status updates.

References

TCOM Certification online training website: <https://canstraining.com/login>
Transformational Collaborative Outcomes Management (TCOM) Department website with specialized pages for CANS-SB, ANSA-SB, and Objective Arts. (<http://www.sbcounty.gov/dbh/tcom/>)
Child and Adolescent Needs and Strengths-San Bernardino (CANS-SB) Comprehensive/Multisystem Assessment manual – See CANS-SB website (<http://www.sbcounty.gov/dbh/cans/>).
Adult Needs and Strengths Assessment-San Bernardino (ANSA-SB) manual – See ANSA-SB website (<http://www.sbcounty.gov/dbh/ansa/>).

Related Policy

DBH Standard Practice Manual:

- [CLP0836: Transformational Collaborative Outcomes Management \(TCOM\) Policy](#)
